



INTERCULTURAL COMMUNICATION IN HUMANITARIAN AID

1-DAY TRAINING

April 4th, 2024, 9am @ Sargfabrik, 1140 Wien

objectives.

In this training, participants will:

- **engage** in an experience learning approach to identify communication patterns, tactics and methods in intercultural context;
- **get to know** the basics and trends of intercultural communication;
- **dive in** several innovative tactics and DIY methods;
- **open up** to unlearning and continuous improvements in negotiation and communication.



how to make the best out of it.

This Intercultural Communication Training aims to create a unique learning experience for every participant. In order to do so, we will rely on everyone's capacity for active participation, reflection and active listening. To ensure you get the best out of it, we recommend few things you can do beforehand (not mandatory):



bring your personal experiences

Based on your experience, think of at least 2 examples of challenging intercultural communication that made the most impact on you. These examples can come from your organisation or other. During the training, you are encouraged to raise questions and share comments from your personal experience.



reflect on your experiences

If you are already familiar with the frameworks mentioned in our agenda - great! If not, take some time to search and check them out online (e.g. transcreation, unlearning, design thinking for social change). Reflect on your own experiences with these frameworks in mind.



challenge your use of language

Review past situations where you took an active role in intercultural context. Identify two potential areas of improvement.

the space we will host.

Together with you, we are aiming to host a space that offers:



uninterrupted attention

We take the time to listen authentically, because the biggest gift we can give to each other is our time and attention. If you have something urgent to deal with, you will be asked to use your phone/devices outside the room.



appreciation first

We are hosting a safe space, and we all recognize that whatever happens is the only thing that could happen. We use “Yes, and...” rather than “No, but..” . Please make sure everyone has the opportunity to express themselves.



there are no stupid questions

Bring all your questions, because there are no stupid ones. You are encouraged to ask anything at any time during the training.

looking forward to (un)learning with you.